

WHAT IS CLAIMED IS:

1 1. A resource management system comprising:  
2 a work plan builder module configured to build work plans for workers, said work  
3 plan builder module being configured to allow each worker to specify, for each of a  
4 plurality of different time periods, one of a plurality of different activities that the worker  
5 plans to perform during that time period; and  
6 a computer-accessible memory for storing the work plans built by said work plan  
7 builder module.

1 2. The resource management system according to claim 1, wherein the  
2 plurality of different activities include answering telephone calls, answering electronic  
3 mail messages and answering regular mail messages.

1 3. The resource management system according to claim 2, wherein the  
2 plurality of different activities further includes vacation time.

1 4. The resource management system according to claim 3, wherein the work  
2 plan builder module is configured to selectively communicate to each worker data  
3 indicative of the vacation time remaining for that worker.

1 5. The resource management system according to claim 2, wherein the  
2 plurality of activities further includes sick time.

1 6. The resource management system according to claim 5, wherein the work  
2 plan builder module is configured to selectively communicate to each worker data  
3 indicative of the sick time remaining for that worker.

1           7.     The resource management system according to claim 1, wherein the  
2     memory is part of a system server computer and the work plan module is a client process  
3     executed on a computer located remotely with respect to the system server computer.

1           8.     The resource management system according to claim 1, wherein said work  
2     plan builder module is configured to generate and send messages to works that do not  
3     specify a plan by a work plan deadline.

1           9.     The resource management system according to claim 1, further  
2     comprising:  
3             a supervision module configured to access the work plans stored in said memory  
4     and to allow review of the work plans by supervisors.

1           10.    The resource management system according to claim 9, wherein the  
2     supervision module is configured to communicate data indicative of all workers that plan  
3     to perform a particular activity during a particular time period.

1           11     The resource management system according to claim 9, wherein the  
2     supervision module is configured to communicate data indicative of total amounts of time  
3     that workers plan to perform particular activities.

1           12.    The resource management system according to claim 1, further  
2     comprising:  
3             a forecast module for comparing the work plans stored in said memory with  
4     forecasted needs.

1           13.     The resource management system according to claim 12, wherein said  
2     forecast module is configured to generate a graphical display indicative of the comparison  
3     of the work plans and the forecasted needs.

1           14.     A method of managing resources comprising:  
2             specifying for each of a plurality of workers, for each of a plurality of different  
3     time periods, one of a plurality of different activities that the worker plans to perform  
4     during that time period; and  
5             storing in a computer-accessible memory the specified activities.

1           15.     The method according to claim 14, further comprising:  
2             comparing the specified activities stored in the memory with forecasted needs.

1           16.     The method according to claim 15, further comprising:  
2             changing the specified activities for one of more workers based on the comparing.